



SCOTT WALKER

OFFICE OF THE GOVERNOR

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Reforming Government: Unemployment Insurance Program Saves \$500,000 in Printing & Mailing Costs by Expanding E-Payments, On-Demand Print *Savings are part of Administration-wide effort to increase efficiency, decrease costs*

Madison – Governor Scott Walker announced today that the Department of Workforce Development's (DWD) Unemployment Insurance (UI) Division has saved taxpayers an estimated \$500,000 in printing and mailing costs since summer 2012. The UI Division has saved these costs by gradually shifting from paper checks to e-payments via direct deposit or debit card, by consolidating duplicative forms, and by making publications available for print on demand from DWD's public website.

"The Department of Workforce Development has done an excellent job identifying an area of waste, and reforming their procedures to reduce overall costs," Governor Walker said. "I challenge all state agencies to be good stewards of taxpayers' dollars and commend DWD for their hard work and efficient service."

"At the Department of Workforce Development, we are committed to providing outstanding customer service that exceeds the standards that Wisconsin taxpayers expect, and this includes reducing printing costs by responding to customer trends toward online services," DWD Secretary Reggie Newson said. "By responding to increased customer preference for electronic payments, more online resources and less paper, we are improving service delivery and saving tax dollars at the same time."

Highlights of the UI Division's cost savings in printing and mailing expenses include:

- **E-Payments:** Since July 2013, new UI claimants who do not elect direct deposit for benefit payments receive a prepaid debit card with automatic payment deposits instead of weekly paper checks through the mail. The gradual shift away from paper checks and to e-payments by debit card or direct deposit has already saved UI an estimated \$440,000 and is estimated to save \$750,000 a year in printing and mailing costs once fully phased in. In addition, claimants experience enhanced customer service through faster payments, improved security, more convenience, and access to online account information.
- **Publications:** Since summer of 2012, DWD has saved more than \$60,000 by identifying and phasing out the mass printing of several publications and instead making them available for printing on-demand from DWD's website. Printed versions are still mailed to claimants upon request, and claimants can also print publications at their local Job Center.

As with all Divisions in DWD, the UI Division continues to identify potential savings and opportunities to increase efficiency and eliminate unnecessary costs.

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“The savings we are yielding in UI will help our agency become more efficient and have more resources to invest in the future needs of our state,” Secretary Newson said. “While I commend our UI Division for its innovation and motivation to eliminate unnecessary spending, I also know that all areas of DWD continue to look for ways to save tax dollars, which can be invested in Wisconsin's priorities.”

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